

# RSHAPPENINGS

*The official newsletter of Richmond State Hospital*



<https://www.in.gov/fssa/dmha/3305.htm>

April 2020

## Our Mission:

To provide individualized patient care as the center of all we do.

## Our Values:

Recovery  
Strength  
Hope

## Our Vision:

To be a Center of Excellence that meets the evolving public health and patient care needs through:

Community Partnerships  
Innovation  
Technology  
Evidence-based Practice

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The Annex/Green Hall

# Superintendent's Message

**By Katrina Norris, LCSW, LAC**

The past month has been one of the most demanding times during my career. I am sure many of you can relate. I did not want to write about COVID-19. To be honest, I am so sick of COVID-19 that I am excited for meetings that are unrelated in any form or fashion. I do however owe it to the staff to address the virus that has engulfed our world in this month's newsletter. So here it goes...

A pandemic is not one we can ever fully be prepared for. The actions we had to take as an organization had to be made with courage and were based on imperfect information. As a leader, I have been fully transparent with our current realities, including what I truly did not know. This is not easy for me as I am a planner, an analytical thinker, and most of all (again in full transparency) a little bit OCD-ish. However, every decision that has been made has included a thorough review of the impact to the staff and patients. I am an empathetic person by nature and you don't land in this field without compassion for others. I have spent countless hours looking from every angle in an attempt to do what I thought was right by the staff, as well as what is expected of the organization. Every crisis requires a response, a recovery, and a period to thrive with the lessons learned to somehow shape the new normal. On April 28 we began admissions again...I was nervous. However, I have never been more proud of any team I have ever worked with. Everything went smoothly and every person exceeded my expectations. It was a moment I will never forget. All the hours, the planning, and tears (again in full transparency) were worth it. I finally learned the meaning of the old quote, "Perfect is the enemy of good". Yesterday we were GOOD, not perfect, and that is OK. In a time of crisis, when action is required, good is great. Thank you my RSH Heroes. We have a lot to be proud of and I am grateful to be a part of this team.

# New Employees



Angelia Catey  
RN



Tamara Ketring  
RN



Lisa Davis  
LPN



Alicia Enis  
LPN



Sarah Martin  
LPN



Karen Phenis  
LPN



Treivon Boyd  
BHRA



Brad Gray  
BHRA



Brandi Grubbs  
BHRA

# New Employees (Continued)



Next New  
Employee  
Orientation:  
  
May 18, 2020

# Nursing Employee of the Month

Congratulations to Tim Webb, who was selected as March's Nursing Employee of the Month!

Tim works on 422B and was nominated by multiple supervisors for his great attitude and always going above and beyond. There were comments that he makes extra effort with the patients and makes sure they are well-cared for, he doesn't overreact, he is patient and understanding, he keeps nursing informed and helps collaborate on solutions, he is a team player at all times, he has "unmatched" compassion, he has great communication skills, and he is always professional. Let's also not forget he is a CPI Instructor and was a pretty convincing Santa this past December!



Thank you, Tim for all you do. Enjoy your parking spot!

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## Volunteer Spotlight

Barbara Sparks, who has been volunteering at RSH for years with the Christmas gift lift program, has turned her talents into making masks for RSH. Barbara has been working part time for Lenny Ball of Paragon Casket Inc. He wanted to give back to the community by having her make masks.



A special thanks to them for being community minded. Part of the material was supplied by Paragon and part of the material was from our own Craft department.

If you are wanting a homemade cloth mask, please contact Denise Townsend or Tina Smith.



# Staff Development Highlights

Staff Development continues to hold New employee Orientation (NEO) and has taken extra steps to fight against COVID-19, including sending out online training for current staff and training our new employees on proper PPE procedures. Thank you to the Hoggatt family from Union City, IN for making and donating 20 reusable cloth masks for Richmond State Hospital's training purposes.



## Ongoing In-person Trainings:

- CPI refresher is on hold at this time.
- CPR refresher training is ongoing and should be completed by the end of June.
- QMA trainees have completed the classroom portion of the training. They will now obtain hours on the units. Staff Development also provided a QMA refresher class in order to utilize those who haven't been regularly passing meds.

## Upcoming Online Trainings:

- 05/04—Workplace Bullying (all staff)
- 05/18—CPI Crisis Development Model Tips (clinical/nursing)
- 06/01—Verbal Escalation Continuum (clinical/nursing)
- 06/15—Communication Skills (all staff)

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## Mutual Aid

Along with providing and maintaining safety for our patients and staff, Richmond State Hospital is also dedicated to assisting our fellow Hoosiers. To date, RSH has shared excess N95 masks with front-line, critical care workers throughout the state and face shield with our sister hospital in Logansport. Remember, we truly are all in this together.

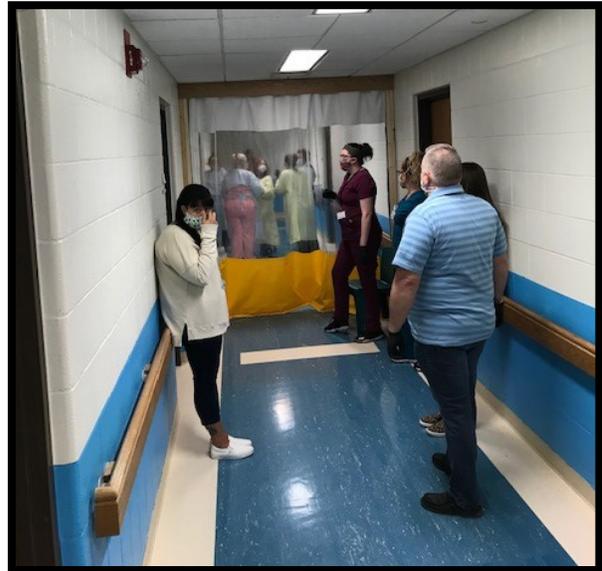


# Staff Shout Outs

Our acknowledgement and appreciation goes to everyone who assisted in the execution of our admissions plan on April 28. Though admitting four patients in a single day was a new process, with all hands on deck, our team got it done—and we did it well.

Our teamwork is something to be proud of.

Hopefully everyone had the chance to enjoy some well-deserved pizza!



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Thank you to Kim Smeigh, Kathy Stone, Sarah Haskett, Karen Smallwood, and Tina Smith for your willingness to assist with monitoring staff temperatures each day.

Your efforts do not go unnoticed and your commitment to RSH is appreciated!

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Richmond State Hospital's Assistant Superintendent, Paul Stanley was spotlighted in the Neighborhood Health Center April board packet for his dedication to the organization. Paul joined the NHC Governing board in 2019 and serves on their Quality and Finance/Personnel Committees.

Thank you, Paul for your commitment to not only Richmond State Hospital, but the health of our community as a whole.



# Medical Professional Recognition

In an effort to recognize medical professionals in the midst of the COVID-19 pandemic, Richmond High School senior volunteered his talents and time to photograph several Richmond State Hospital staff members. Thank you to those who participated: Kayleigh Owens (BHRA), Terry Privett (Security Officer), Sommer McDaniel (Director of Nursing), Rachelle Woods (Medical Staff Secretary), Paul Stanley (Assistant Superintendent), and Katrina Norris (Superintendent).



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## Be Well Indiana

To support Hoosiers in this unprecedented time of need, and beyond, the FSSA and DMHA are proud to introduce [BeWellIndiana.org](https://www.beWellIndiana.org). The Be Well Indiana initiative is currently focused primarily on resources to help Hoosiers manage their mental health throughout the COVID-19 crisis, including links to trusted news sources, tips for staying healthy and safe at home, access to addiction recovery support and more.

If you have an idea or suggestion for RSHappenings, please email [Jessica.Guth@fssa.in.gov](mailto:Jessica.Guth@fssa.in.gov)